



Therapeutic Behavioral Services (TBS) Family and Youth Strategy Conference Call

November 29, 2010 Call Highlights

OVERVIEW:

- The second conference call was held in November. We had a total of 47 connections for this call.
 - Participants included: youth and parents of youth who are receiving or have received Therapeutic Behavioral Services (TBS) services, parent partners, TBS providers, TBS coaches and County TBS Coordinators.
 - The core TBS Family & Youth Strategy Team introduced themselves: Amber Burkan, California Youth Empowerment Network (CAYEN) and the California Council of Community Mental Health Agencies (CCCMHA); Kathleen Carter Nishimura, Department of Mental Health (DMH); Mary Hargrave, California Institute for Mental Health (CiMH); Don Kingdon, California Mental Health Directors Association (CMHDA); Vickie Mendoza, United Advocates for Children and Families (UACF); and Nicette Short, California Alliance of Child and Family Services (the ALLIANCE). Parent/Family Partner, Cindy Robbins-Roth, had a scheduling conflict.
 - The following eight Level II Counties represented included: Los Angeles; Riverside; Sacramento; San Bernardino; San Diego; San Joaquin; San Mateo; and Tulare. The three Level I County participants included: Calaveras; Humboldt; and Mendocino.
- DMH has been working with its partners (listed at the top of this document) to identify and involve family and youth in local TBS planning, outreach and engagement activities. To realize this strategy, DMH and its partners began hosting monthly TBS conference calls with parents, youth and local TBS coaches, coordinators and providers in October 2010.
- UACF will be hosting monthly Parent Partner Coalition (PPC) conference calls that will have TBS as a standing agenda item, but will also include networking, information on jobs, trainings, public policy, what's happening in their regions, and any other bits of information that will add tools to the parent partner's tool box. The teleconferences will be filled with training, networking and support to engage and empower new parent partners; and allow seasoned parent partners to become mentors. The UACF PPC calls will be scheduled one week before the TBS DMH Family & Youth call to facilitate two-way feedback and information exchange.
- CAYEN will be hosting a monthly call for youth receiving services, who have received services, or are youth peer mentors who are working closely with youth receiving services. The all youth calls hosted by CAYEN will be TBS specific. The goal is to have at least one young person from all 27 counties. Agendas for the calls will be both directed by DMH as well as by the youth participating. Youth also will be welcome to participate in the DMH calls; however, CAYEN will relay information gathered on the all

youth call to DMH. The CAYEN call will be held one week before the Family & Youth Strategy conference call.

- The goal of this call was to introduce the conference call strategy, outreach to future monthly participants and most importantly, gather feedback from call participants.
- Background information on the Emily Q Lawsuit and the TBS Nine-Point Plan was provided to provide context for this call.

CALLER FEEDBACK ON SERVICES, WEBPAGE, AGENDA AND TRAINING TOPICS:

TBS Services:

What's Working?

- TBS services are invaluable and have bridged gap for family member
- Behavioral modification and interventions really work
- Having the right TBS coach

What's Not?

- Being mismatched with a TBS coach
- Not knowing what to expect
- Schools don't know about TBS services or funding sources
- TBS Coaches were allowed to go on school campuses

TBS Family & Youth Strategy Webpage:

The webpage would be more inviting and helpful if the following changes were made:

- LESS: Acronyms, technical terminology, bureaucratic sounding, clinical, and no big words
- MORE: Plain and simple language, colorful, easier to find web link and/or URL address.

Suggested Topics for January 24, 2011 Call:

Possible agenda items include:

- TBS Coaches -- Finding the Right Fit
- Engaging Families and Youth
- Getting More Parent Mentors and Youth to Participate in Monthly Calls

Proposed Training Topics & Format:

- Parenting Challenging Children
- How to Continue Learned Parenting Skills Once the TBS Coach is Gone
- Parent/Mentor Panel of TBS Youth Graduates
- How to Partner with your TBS Provider
- Volunteer Parent Mentor Group

The next call is scheduled for Monday, January 24th at 10:00 a.m.